AMENDMENTS TO THE DRAWINGS:

Although formal drawings were filed with the U.S. Patent and Trademark Office on September 22, 2000, the Office Action included a Notice of Draftsperson's Patent Drawing Review with objections to the drawings that were filed on March 22, 2000.

Attached to this response are marked up drawing sheets for FIGURES 1, 2, 3, 4, and 14a, showing amendments requested by this response, relative to the formal drawings that were filed on September 22, 2000. For FIGURE 1, reference number 58 has been changed to 57, to avoid a duplication of reference numbers. For FIGURE 2, reference number 68 has been changed to 69, to avoid a duplication of reference numbers. For FIGURE 3, reference numbers 106 and 108 have been changed to 105 and 107, respectively, to avoid a duplication of reference numbers.

For FIGURE 4, two marked up pages are attached, one based on the formal drawings, and the other based on the informal drawings. Those two pages are marked to show the text from the informal drawings that is being added to the formal drawings. That text was included in the original drawings that were filed with the application, but the text was inadvertently omitted from the formal drawings that were filed on September 22, 2000. For FIGURE 14a, reference number 280 has been changed to 281, to avoid a duplication of reference numbers.

Since the Draftsperson's Review was not based on the formal drawings that were filed on September 22, 2000, a full set of formal drawings is also attached, including FIGURES 1-20 on 20 pages. Those 20 pages include FIGURES 1, 2, 3, 4, 12, 14a, and 18, amended as shown in the marked up sheets referenced above, and labeled as "replacement sheets." The remaining sheets of formal drawings are not labeled as "replacement sheets," because those sheets are identical to the sheets submitted on September 22, 2000.

Also attached is a printout from the PTO PAIR system, showing that papers pertaining to the drawings were received by the PTO on September 25, 2000.

REPLACEMENT SHEET

APPROVED
B²
12/28/03

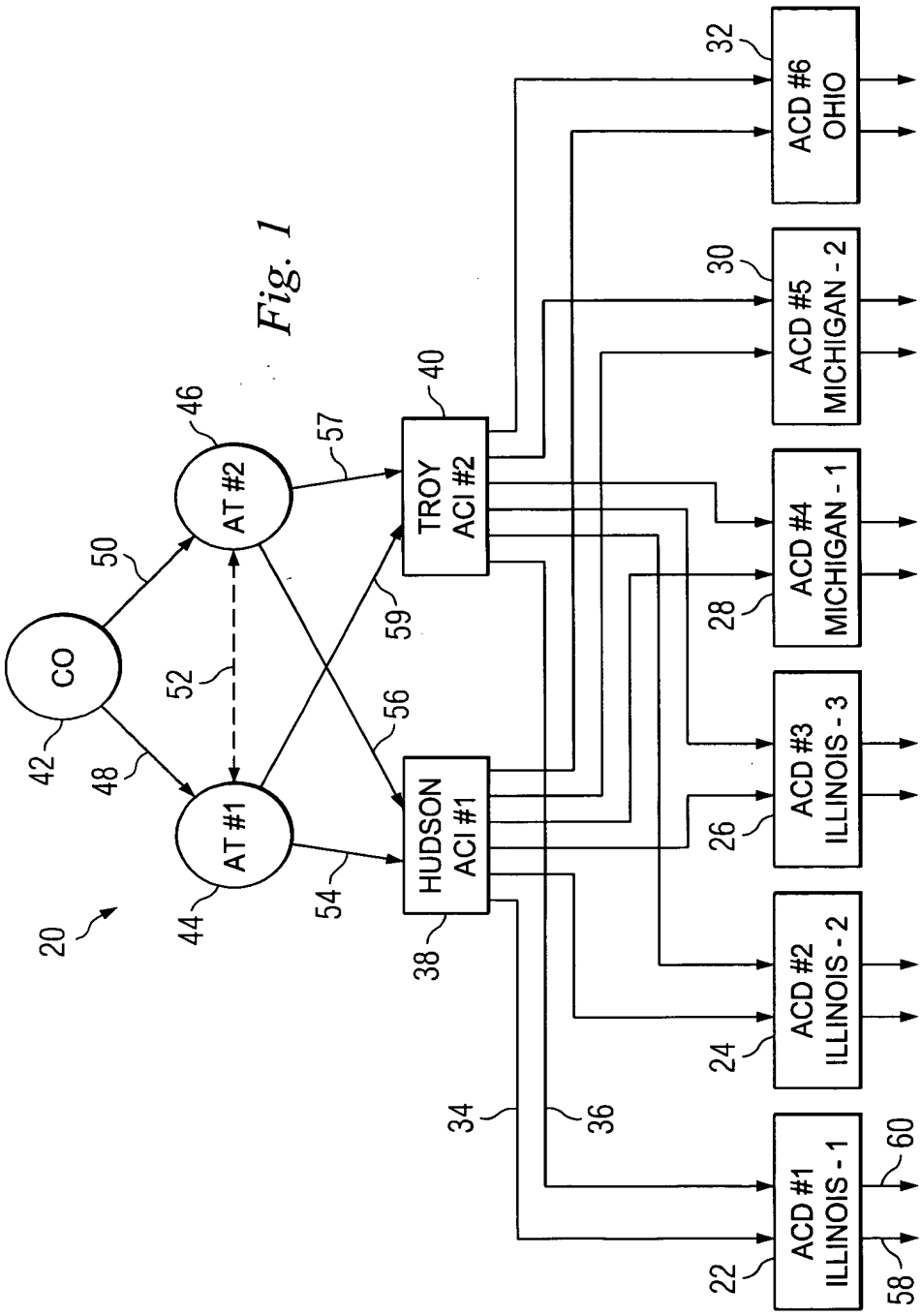

Fig. 1

REPLACEMENT SHEET

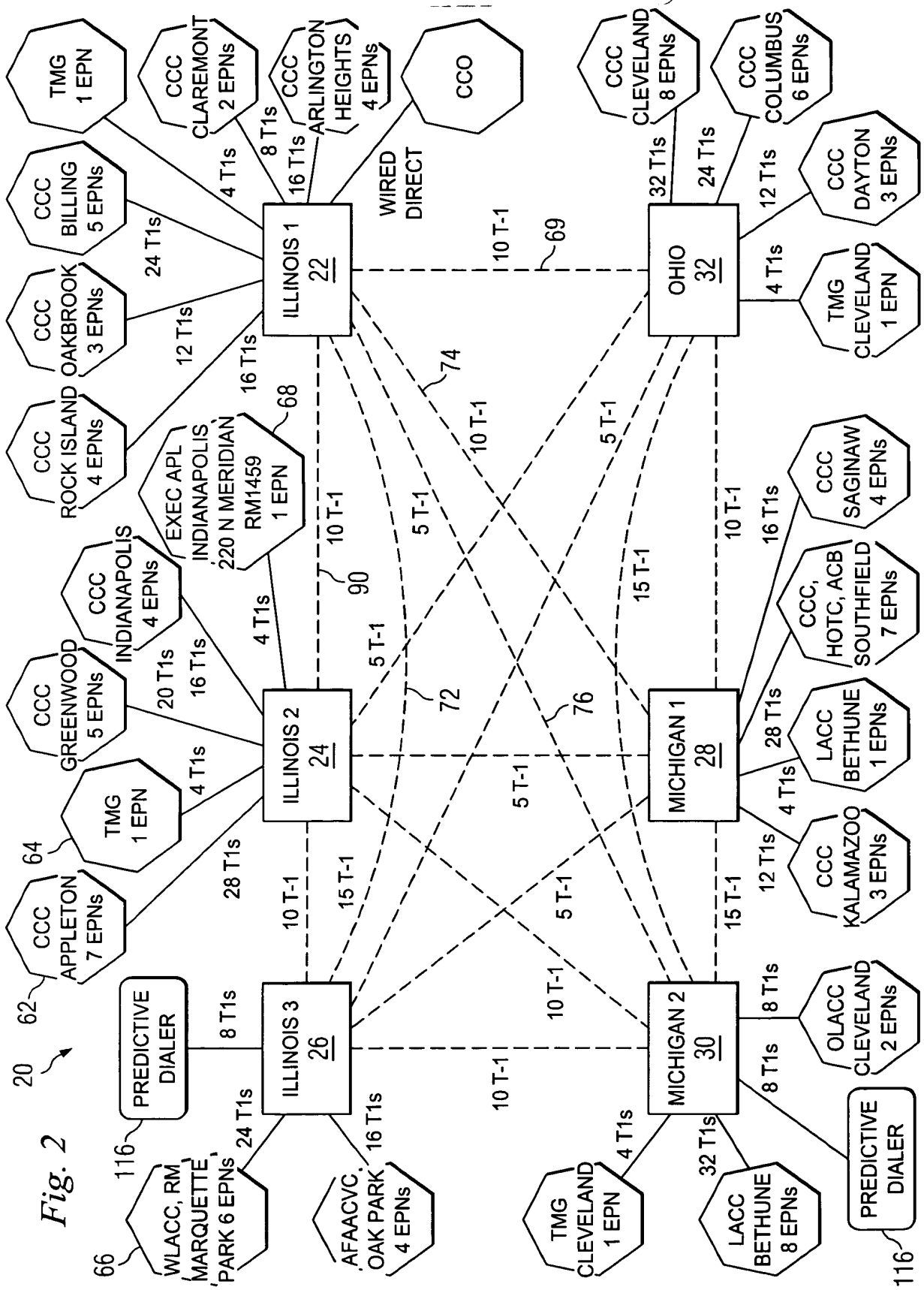

Fig. 2

REPLACEMENT SHEET

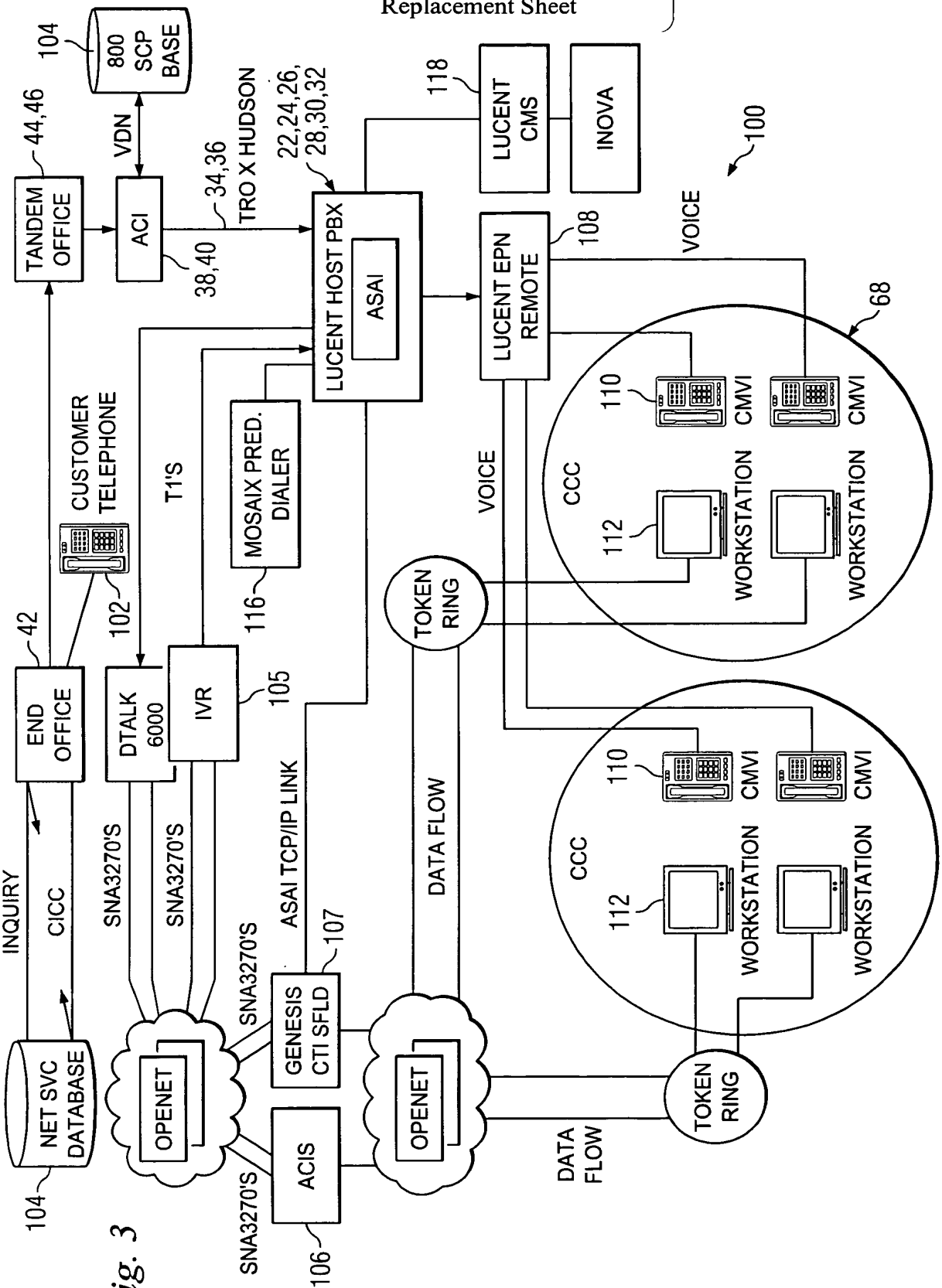

Fig. 3

REPLACEMENT SHEET

Fig. 4

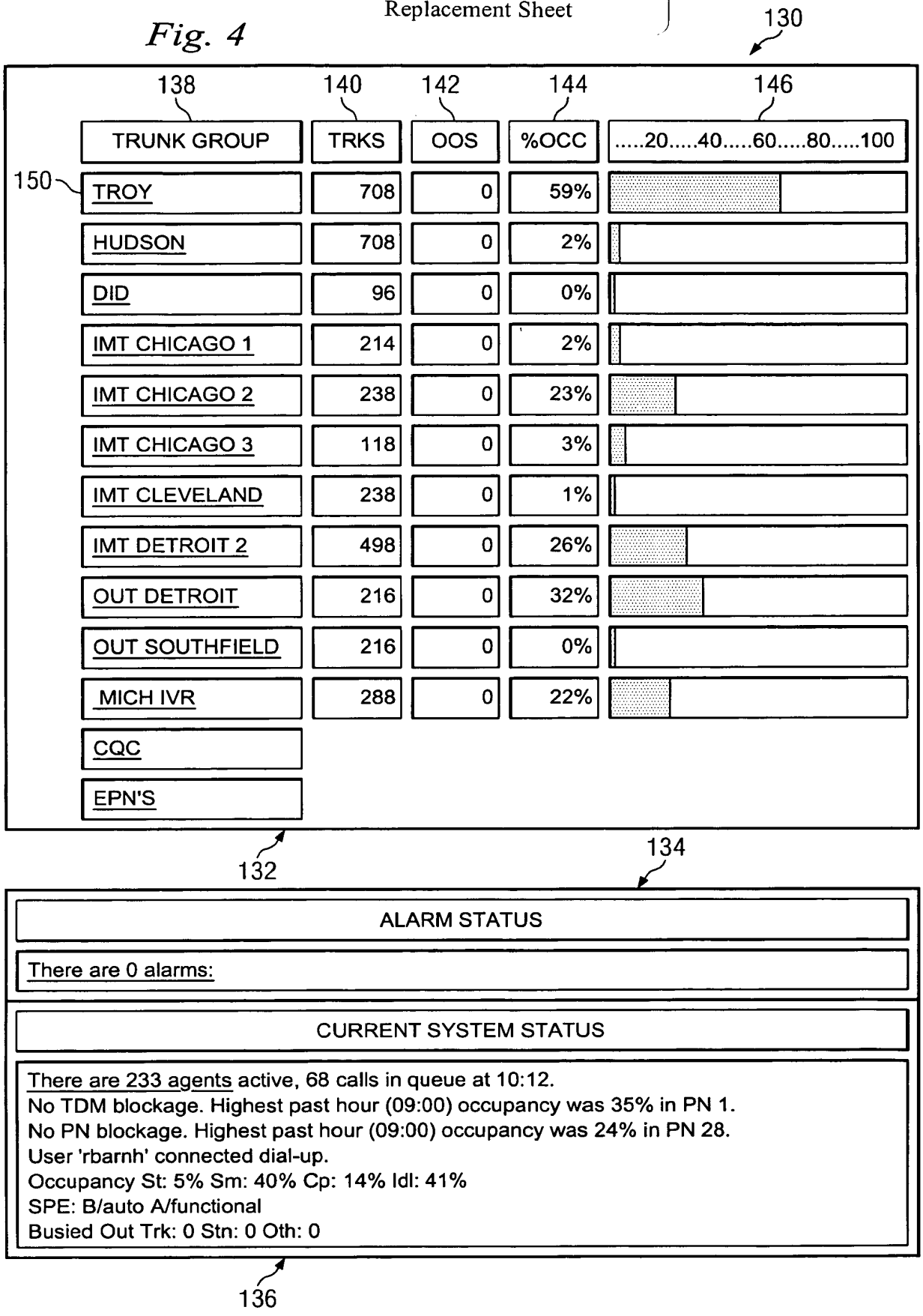

Fig. 5a

11:ACI TROY

TGN (162)	OE	CKT ID (164)	ALARM STATUS (168)	CSU_A (171)	CSU_Z (173)	MISC
011	003A19	HCGS 324230	NONE	N/A	N/A	TROY TGN 623
	004A18	HCGS 324330	NONE	N/A	N/A	
	002A13	HCGS 324331	NONE	N/A	N/A	
	004A11	HCGS 324332	NONE	N/A	N/A	
	001A09	HCGS 324333	NONE	N/A	N/A	

150

13:ACI TROY

TGN	OE	CKT ID	ALARM STATUS	CSU_A	CSU_Z	MISC
013	005E15	HCGS 324339	NONE	N/A	N/A	TROY TGN 626
	006E15	HCGS 324340	NONE	N/A	N/A	
	005E11	HCGS 324341	NONE	N/A	N/A	
	006E11	HCGS 324342	NONE	N/A	N/A	
	007E10	HCGS 324343	NONE	N/A	N/A	

152

15:ACI TROY

TGN	OE	CKT ID	ALARM STATUS	CSU_A	CSU_Z	MISC
015	003A17	HCGS 324349	NONE	N/A	N/A	TROY TGN 627
	004A17	HCGS 324350	NONE	N/A	N/A	
	004A12	HCGS 324351	NONE	N/A	N/A	
	005A12	HCGS 324352	NONE	N/A	N/A	
	006A12	HCGS 324353	NONE	N/A	N/A	

154

17:ACI TROY

TGN	OE	CKT ID	ALARM STATUS	CSU_A	CSU_Z	MISC
017	004E17	HCGS 324483	NONE	N/A	N/A	TROY TGN 629
	005E17	HCGS 324484	NONE	N/A	N/A	
	006A17	HCGS 324485	NONE	N/A	N/A	
	007A17	HCGS 324486	NONE	N/A	N/A	
	007E17	HCGS 324487	NONE	N/A	N/A	

156

18:ACI TROY

TGN	OE	CKT ID	ALARM STATUS	CSU_A	CSU_Z	MISC
018	004E18	HCGS 324488	NONE	N/A	N/A	TROY TGN 624
	005E18	HCGS 324489	NONE	N/A	N/A	
	006E18	HCGS 324490	NONE	N/A	N/A	
	007A18	HCGS 324491	NONE	N/A	N/A	
	007E18	HCGS 324492	NONE	N/A	N/A	

158

19:ACI TROY

TGN	OE	CKT ID	ALARM STATUS	CSU_A	CSU_Z	MISC
019	004E19	HCGS 324493	NONE	N/A	N/A	TROY TGN 634
	005E19	HCGS 324494	NONE	N/A	N/A	
	004E13	HCGS 324495	NONE	N/A	N/A	
	005E13	HCGS 324496	NONE	N/A	N/A	
	006E14	HCGS 324497	NONE	N/A	N/A	

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Fig. 5b

7/20

CALL ACI. CHOOSE OPTION 2 FOR TROUBLE REFERRALS.

CIRCUIT DETAILS

```
CKT S  /HCGS/324230    /MB                                  A TROYMIUOWOO Z DTRTMIBL6CD
CLO MIS123927001       DV     ACT IE IND   PRQ SSP TSP     MSC N MCO DTRTMIBHSHC
CAC SVF2BP3  CUST AMERITECHCOMMUNICATI PULS -- MW B EML OBJ        PG 01 OF 04
M SEQ A  LOCATION    SV EQPT/FAC   RR/TYPE     UNIT     A TLP Z      SBDV/MISC     TP
  002 E                 THIS IS  A PRO-CDS  DESIGN                                 N
  004 I                 MODEL =  8589  DESI  GN = 2                                N
  006 X TROYMIUOWOO     ** LINE  C  ODE=B8Z**                                      N
  008 X TROYMIUOWOO     **SIGNAL   CODE=ESF* *                                     N
  010 I   PROCESSED  BY FLOWTHRU  ID:HICAP - A  VERS :  002    STAMP  : 041295 130406 N
  012   TROYMIUOWOO     04DS6/    44   /                                           NI
  014                   HCG-                                                       NC
  016                                                        STA ADDR               N
  018                   TROY                                 EU CITY               N
  020                   MI                                   EU STATE              N
  022 W TROYMIUOWOO     DEMARC                                                     S
  024   TROYMIUOWOO     POI                                                        XA
  026 W             X4  806        T3          2             IC                    X#
  028                                                        OWNER=B-BX            XX
  030                                                        E=DTRTMIBLK07         XX
  032                       MB   0094.5                      MI    0094.5 ZL       D#
  034   DTRTMIBLK07     EE31F                                F07/07    /0397       XZ
  036   DTRTMIBLK06     T3MAE412  040473.11    1916          F66/13    /08 /4      XM
CKT S  /HCGS/324230    /MB                                  A TROYMIUOWOO Z DTRTMIBL6CD
CLO MIS123927001       DV     ACT IE IND   PRQ SSP TSP     MSC N MCO DTRTMIBHSHC
CAC SVF2BP3  CUST AMERITECHCOMMUNICATI PULS -- MW B EML OBJ        PG 02 OF 04
M SEQ A  LOCATION    SV EQPT/FAC   RR/TYPE     UNIT     A TLP Z      SBDV/MISC     TP
  038   DTRTMIBLK07     T1MBDX01  040483.02B  ACSA                               XH
  040   DTRTMIBLK07     T1MBDY01  040482.02C  CSSA2                              XH
  042   DTRTMIBLK07     T1MBDZ01  040482.02B  ESSA2                              XH
  044   DTRTMIBLK07     T1MBD901  040480.12A  1                                  XH
  046   DTRTMIBLK07     T1MBD901  040480.12A  1-17                               XH
  048   DTRTMIBLK07               DCS55NNNSC                                     XF
  050   DTRTMIBLK07     T1MBD9Y1  040482.02B  0397          F66/12    /07 /4      XM
  052   DTRTMIBLK07                                          F07/07    /0397       EX
```

Fig. 6a

```
 054 E  DTRTMIBLK07      /K07      /FE/DAB/  01/                                  N1
 056 E  DTRTMIBLK07      035-16                          /                        N2
 058 E  DTRTMIBLK07      T1    /                                                  N3
 060    DTRTMIBLK07      T1MBDX01 040483.02B  ACSA                              EH
 062    DTRTMIBLK07      T1MBDY01 040482.01C  CSSA1                             EH
 064    DTRTMIBLK07      T1MBDZ01 040482.01B  ESSA1                             EH
 066    DTRTMIBLK07      T1MBD801 040481.03A  1                                 EH
 068    DTRTMIBLK07      T1MBD831 040481.03A  1-27                              EH
 070    DTRTMIBLK07               DCS5NNNF7                                     F#
 072 W  DTRTMIBLK07      T1MBD8S1 040482.01B  035-16          F93/03  /02  /44  EU
CKT S    /HCGS/324230     /MB                          A TROYMIUOWOO Z  DTRTMIBL6CD
CLO MIS123927001          DV    ACT IE IND   PRQ SSP TSP    MSC N MCO  DTRTMIBHSHC
CAC SVF2BP3  CUST AMERITECHCOMMUNICATI  PULS -- MW B EML OBJ      PG 03 OF 04
M SEQ A  LOCATION     SV EQPT/FAC   RR/TYPE     UNIT     A TLP Z     SBDV/MISC     TP
 074    DTRTMIBLK07                                                F07/07   /035  EX
 076    DTRTMIBLK07      SD=TSLS-  5500                                          EX
 078    DTRTMIBLK07      $FEPMTYP E=ANSI403;  FEPM=                              EX
 080    DTRTMIBLK07      ON;DS1  F ORMAT MUST = ESF;                             EX
 082    DTRTMIBLK07      NEPM=OFF                                                EX
 084    DTRTMIBL                  NCT2YGEEE                                     F#
 086 W  DTRTMIBL         T1ML1971  11CAB1      0114          F93/07  /06  /14  EM
 088 W  DTRTMIBL         T1IUJ222  IP03191235                                    P
 090    DTRTMIBL         $**PM SM ARTJACK**  S1=NA                               PX
 092    DTRTMIBL         ,S2-1=DI SABLE,S2-2  =DISA                              PX
 094    DTRTMIBL         BLE,S2-3 =DISABLE, S 2-4=E                              PX
 096    DTRTMIBL         NABLE,S2  -5=ESF, S3= 7.5D.                             PX
 098    DTRTMIBL         B, S4=SHO  RT, S5=DISA BLE,S                            PX
 100    DTRTMIBL         6=ON, S7= ENABLE                                        PX
 102 W  DTRTMIBL6CD      DEMARC                                                  S
 104                                                    STA ADDR                N
 106                      11                            EU FLR                  N
 108                      1129                          EU ROOM                 N
CKT S    /HCGS/324230     /MB                          A TROYMIUOWOO Z  DTRTMIBL6CD
CLO MIS123927001          DV    ACT IE IND   PRQ SSP TSP    MSC N MCO  DTRTMIBHSHC
CAC SVF2BP3  CUST AMERITECHCOMMUNICATI  PULS -- MW B EML OBJ      PG 04 OF 04
M SEQ A  LOCATION     SV EQPT/FAC   RR/TYPE     UNIT     A TLP Z     SBDV/MISC     TP
 110                      DETROIT                       EU CITY                 N
 112                      MI                            EU STATE                N
 114    DTRTMIBL6CD      04DU9/    1SN/                                          NI
 116    DTRTMIBL6CD      DTRTMIBL 6CD CONSUM ER                                  NX
```

Fig. 6b

EPN: BETHUNE (IT)

EPN	HOST PORT	CKT ID	ALARM STATUS	CSU_A	CSU_Z	REMOTE PORT
14	001 C 12 A	DHDZ 791565	NONE	144.151.178.37	N/A	008 A 02 A
	001 C 12 B	DHDZ 791566	NONE	144.151.178.38	N/A	008 A 02 B
	001 C 12 C	DHDZ 791567	NONE	144.151.178.39	N/A	008 A 02 C
	001 C 12 D	DHDZ 791568	NONE	144.151.178.40	N/A	008 A 02 D

EPN: KALAMAZOO

EPN	HOST PORT	CKT ID	ALARM STATUS	CSU_A	CSU_Z	REMOTE PORT
25	001 C 11 A	DHDZ 708222	NONE	144.151.178.57	N/A	020 A 02 A
	001 C 11 B	DHDZ 708223	NONE	144.151.178.58	N/A	020 A 02 B
	001 C 11 C	DHDZ 708224	NONE	144.151.178.59	N/A	020 A 02 C
	001 C 11 D	DHDZ 708225	NONE	144.151.178.60	N/A	020 A 02 D
26	001 E 01 A	DHDZ 708226	NONE	144.151.178.149	N/A	021 A 02 A
	001 E 01 B	DHDZ 708227	NONE	144.151.178.150	N/A	021 A 02 B
	001 E 01 C	DHDZ 708228	NONE	144.151.178.151	N/A	021 A 02 C
	001 E 01 D	DHDZ 708229	NONE	144.151.178.152	N/A	021 A 02 D
27	002 B 11 A	DHDZ 708230	NONE	144.151.178.153	N/A	022 A 02 A
	002 B 11 B	DHDZ 708231	NONE	144.151.178.154	N/A	022 A 02 B
	002 B 11 C	DHDZ 708232	NONE	144.151.178.155	N/A	022 A 02 C
	002 B 11 D	DHDZ 708233	NONE	144.151.178.156	N/A	022 A 02 D

EPN: SAGINAW

EPN	HOST PORT	CKT ID	ALARM STATUS	CSU_A	CSU_Z	REMOTE PORT
28	002 E 01 A	DHDZ 708234	NONE	144.151.178.25	N/A	023 A 02 A
	002 E 01 B	DHDZ 708235	NONE	144.151.178.26	N/A	023 A 02 B
	002 E 01 C	DHDZ 708236	NONE	144.151.178.27	N/A	023 A 02 C
	002 E 01 D	DHDZ 708237	NONE	144.151.178.28	N/A	023 A 02 D
29	002 E 21 A	DHDZ 708238	NONE	144.151.178.41	N/A	024 A 02 A
	002 E 21 B	DHDZ 708239	NONE	144.151.178.42	N/A	024 A 02 B
	002 E 21 C	DHDZ 708240	NONE	144.151.178.43	N/A	024 A 02 C
	002 E 21 D	DHDZ 708241	NONE	144.151.178.44	N/A	024 A 02 D
30	003 E 01 A	DHDZ 708242	NONE	144.151.178.121	N/A	025 A 02 A
	003 E 01 B	DHDZ 708243	NONE	144.151.178.122	N/A	025 A 02 B
	003 E 01 C	DHDZ 708244	NONE	144.151.178.123	N/A	025 A 02 C
	003 E 01 D	DHDZ 708245	NONE	144.151.178.124	N/A	025 A 02 D
31	003 E 21 A	DHDZ 708246	NONE	144.151.178.137	N/A	026 A 02 A
	003 E 21 B	DHDZ 708247	NONE	144.151.178.138	N/A	026 A 02 B
	003 E 21 C	DHDZ 708248	NONE	144.151.178.139	N/A	026 A 02 C
	003 E 21 D	DHDZ 708249	NONE	144.151.178.140	N/A	026 A 02 D

Fig. 7a

EPN: SOUTHFIELD

EPN	HOST PORT	CKT ID	ALARM STATUS	CSU_A	CSU_Z	REMOTE PORT
17	001 D 10 A	DHDZ 708302	NONE	144.151.178.17	N/A	013 A 02 A
	001 D 10 B	DHDZ 708303	NONE	144.151.178.18	N/A	013 A 02 B
	001 D 10 C	DHDZ 708304	NONE	144.151.178.19	N/A	013 A 02 C
	001 D 10 D	DHDZ 708305	NONE	144.151.178.20	N/A	013 A 02 D
18	001 D 11 A	DHDZ 708306	NONE	144.151.178.33	N/A	014 A 02 A
	001 D 11 B	DHDZ 708307	NONE	144.151.178.34	N/A	014 A 02 B
	001 D 11 C	DHDZ 708308	NONE	144.151.178.35	N/A	014 A 02 C
	001 D 11 D	DHDZ 708309	NONE	144.151.178.36	N/A	014 A 02 D
19	002 A 11 A	DHDZ 708310	NONE	144.151.178.49	N/A	015 A 02 A
	002 A 11 B	DHDZ 708311	NONE	144.151.178.50	N/A	015 A 02 B
	002 A 11 C	DHDZ 708312	NONE	144.151.178.51	N/A	015 A 02 C
	002 A 11 D	DHDZ 708313	NONE	144.151.178.52	N/A	015 A 02 D
20	002 B 10 A	DHDZ 708314	NONE	144.151.178.113	N/A	016 A 02 A
	002 B 10 B	DHDZ 708315	NONE	144.151.178.114	N/A	016 A 02 B
	002 B 10 C	DHDZ 708316	NONE	144.151.178.115	N/A	016 A 02 C
	002 B 10 D	DHDZ 708317	NONE	144.151.178.116	N/A	016 A 02 D
21	003 A 10 A	DHDZ 708318	NONE	144.151.178.129	N/A	017 A 02 A
	003 A 10 B	DHDZ 708319	NONE	144.151.178.130	N/A	017 A 02 B
	003 A 10 C	DHDZ 708320	NONE	144.151.178.131	N/A	017 A 02 C
	003 A 10 D	DHDZ 708321	NONE	144.151.178.132	N/A	017 A 02 D
22	003 A 11 A	DHDZ 708322	NONE	144.151.178.145	N/A	018 A 02 A
	003 A 11 B	DHDZ 708323	NONE	144.151.178.146	N/A	018 A 02 B
	003 A 11 C	DHDZ 708324	NONE	144.151.178.147	N/A	018 A 02 C
	003 A 11 D	DHDZ 708325	NONE	144.151.178.148	N/A	018 A 02 D

Fig. 7b

LATEST (TIMES) ALARM MESSAGE...

-MIC1 ALARM LOG-

12/29 13:30 (1) 12/29 13:29 ->03E12 SNC-LINK MINOR
12/21 21:29 (6) 12/19 14:02 ->05A0401 PGATE-PT MINOR
12/21 04:35 (6) 12/21 01:27 ->37_A-PNC FIBER-LK MINOR
12/21 04:34 (6) 12/21 01:35 ->35_A-PNC FIBER-LK MAJOR
12/21 04:34 (6) 12/21 01:35 ->37_A-PNC FIBER-LK MAJOR
12/21 04:34 (6) 12/21 01:26 ->25A0101 SYS-LINK MINOR (@EPN 30-SAGINAW)
12/21 04:34 (4) 12/21 01:37 ->38_A-PNC FIBER-LK MAJOR
12/21 04:34 (3) 12/21 01:35 ->26A0101 SYS-LINK MINOR (@EPN 31-SAGINAW)
12/21 04:21 (7) 12/21 01:26 ->36_A-PNC FIBER-LK MINOR
12/21 04:21 (6) 12/21 01:26 ->38_A-PNC FIBER-LK MINOR
12/21 04:21 (6) 12/21 01:26 ->35_A-PNC FIBER-LK MINOR
12/21 04:20 (5) 12/21 01:40 ->03E21C DS1-FAC MINOR (@EPN 31-SAGINAW)
12/21 04:20 (5) 12/21 01:27 ->PN_28 EXP-PN MAJOR
12/21 04:20 (5) 12/21 01:35 ->36_A-PNC FIBER-LK MAJOR
12/21 04:20 (4) 12/21 01:26 ->23A0101 SYS-LINK MINOR (@EPN 28-SAGINAW)
12/21 04:20 (3) 12/21 01:39 ->PN_31 EXP-PN MAJOR
12/21 04:20 (3) 12/21 01:41 ->03E20 SN-CONF MAJOR (EPN 31-SAGINAW)
12/21 04:20 (4) 12/21 01:35 ->PN_30 EXP-PN MAJOR
12/21 04:20 (2) 12/21 01:40 ->02E20 SN-CONF MAJOR (EPN 29-SAGINAW)
12/21 04:18 (2) 12/21 01:26 ->26A01 EXP-INTF MINOR (@EPN 31-SAGINAW)
12/21 04:18 (2) 12/21 01:29 ->24A0101 SYS-LINK MINOR (@EPN 29-SAGINAW)
12/21 02:15 (4) 12/21 01:40 ->02E01A DS1-FAC MINOR (EPN 28-SAGINAW)
12/21 02:15 (3) 12/21 01:35 ->03E03 SN-CONF MAJOR (EPN 30-SAGINAW)
12/21 02:10 (3) 12/21 01:37 ->PN_29 EXP-PN MAJOR
12/21 02:10 (3) 12/21 01:39 ->03E21D DS1-FAC MINOR (EPN 31-SAGINAW)
12/21 02:05 (2) 12/21 01:44 ->25A01 EXP-INTF MINOR (@EPN 30-SAGINAW)
12/21 02:03 (2) 12/21 01:39 ->02E21A DS1-FAC MINOR (EPN 29-SAGINAW)
12/21 02:01 (2) 12/21 01:42 ->02E03 SN-CONF MAJOR (EPN 28-SAGINAW)
12/21 02:01 (2) 12/21 01:39 ->02E21B DS1-FAC MINOR (EPN 29-SAGINAW)
12/21 02:01 (2) 12/21 01:39 ->02E21D DS1-FAC MINOR (EPN 29-SAGINAW)

Fig. 8

Web-Based Monitoring Tool
Serial No. 09/532,208
Filed March 22,2000
Attorney Docket No. 064198.0152

170

- MIC1 AGENT STATUS -
(AS OF THU DEC 30 08:35:25 1999 CDT)

SPLIT/ SKILL	AGENTS ACTIVE	QUEUED CALLS	LONGEST WAIT	GATE NAME
99	2	0	0:00	SYSTEM PORTS
200	115	57	3:44	STHFLD UNIV 200
204	1	0	0:00	MI CSST
231	3	0	0:00	HOTC INBOUND
256	4	0	0:00	MI ASST COACH
260	1	0	0:00	KALAMAZOO ACE
263	1	0	0:00	SOUTHFIELD ACE
	127	57	3:44	** TOTALS **

172 174 176

Fig. 9

BETHUNE-EPN 14
(CABINET 8)

PORT\CARD	08A03	08A04	08A05	08A06
1	59400	59424	- -	- -
2	59401	59425	- -	- -
3	59402	59426	- -	- -
4	59403	59427	- -	- -
5	59404	59428	- -	- -
6	59405	59429	- -	- -
7	59406	59430	- -	- -
8	59407	59431	- -	- -
9	59408	59432	- -	- -
10	59409	59433	- -	- -
11	59410	59434	- -	- -
12	59411	59435	- -	- -
13	59412	59436	- -	- -
14	59413	59437	- -	- -
15	59414	59438	- -	- -
16	59415	59439	- -	- -
17	59416	59440	- -	- -
18	59417	59441	- -	- -
19	59418	59442	- -	- -
20	59419	- -	- -	- -
21	59420	- -	- -	- -
22	59421	- -	- -	- -
23	59422	- -	- -	- -
24	59423	- -	- -	- -

Fig. 10

- MIC1 TRAFFIC LOAD-
(PAST HOUR / PEAK FOR THU DEC 30 08:35:25 1999 CDT)

Fig. 11

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PORT NETWORK	NAME	TDM OCC	PN OCC	..... 20 ..... 40 ..... 60 ..... 80 100
1	HOST CABINET 1	16	5	
2	HOST CABINET 2	10	6	
3	HOST CABINET 3	6	4	
4	HOST CABINET 4	6	4	
5	HOST CABINET 4	7	5	
6	HOST CABINET 5	2	1	
7	HOST CABINET 5	9	6	
8	HOST CABINET 6	3	2	
9	HOST CABINET 6	6	4	
10	HOST CABINET 7	3	2	
11	HOST CABINET 7	3	2	
23	HOST CABINET 19	0	0	
24	HOST CABINET 19	2	2	
32	HOST CABINET 27	3	2	
12	HOST CABINET 28	6	4	
13	HOST CABINET 29	8	5	
14	BETHUNE	0	0	
25	KALAMAZOO	2	7	
26	KALAMAZOO	4	11	
27	KALAMAZOO	2	7	
28	SAGINAW	3	8	
29	SAGINAW	4	11	
30	SAGINAW	2	6	
31	SAGINAW	1	2	
17	SOUTHFIELD	2	6	
18	SOUTHFIELD	2	5	
19	SOUTHFIELD	3	10	
20	SOUTHFIELD	2	7	
21	SOUTHFIELD	2	5	
22	SOUTHFIELD	2	7	

180 182 184 186 190 192

Fig. 12

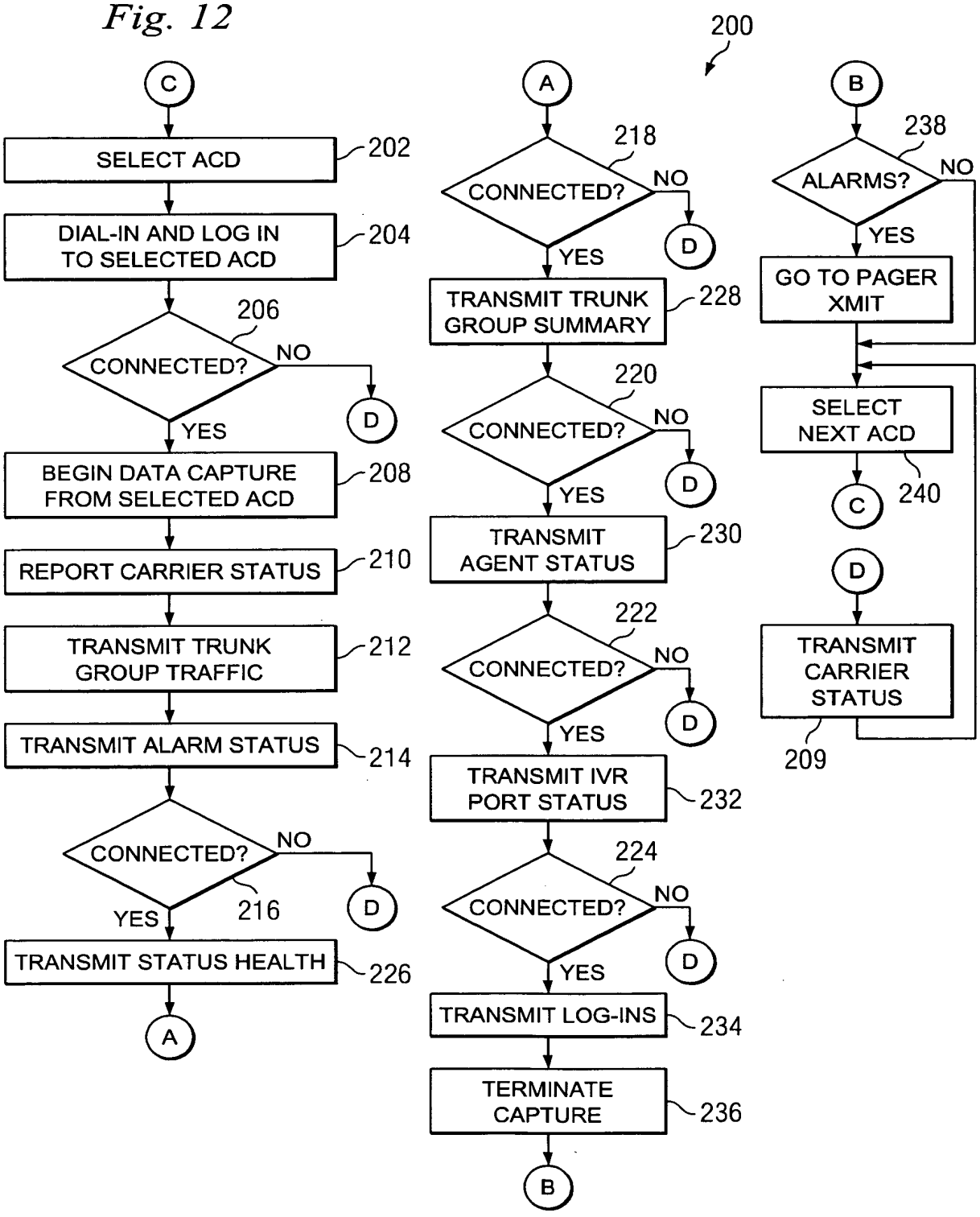

200
C
SELECT ACD
202
DIAL-IN AND LOG IN TO SELECTED ACD
204
206
CONNECTED?
NO
D
YES
BEGIN DATA CAPTURE FROM SELECTED ACD
208
REPORT CARRIER STATUS
210
TRANSMIT TRUNK GROUP TRAFFIC
212
TRANSMIT ALARM STATUS
214
CONNECTED?
NO
D
YES
216
TRANSMIT STATUS HEALTH
226
A
A
218
CONNECTED?
NO
D
YES
TRANSMIT TRUNK GROUP SUMMARY
228
220
CONNECTED?
NO
D
YES
TRANSMIT AGENT STATUS
230
222
CONNECTED?
NO
D
YES
TRANSMIT IVR PORT STATUS
232
224
CONNECTED?
NO
D
YES
TRANSMIT LOG-INS
234
TERMINATE CAPTURE
236
B
B
238
ALARMS?
NO
YES
GO TO PAGER XMIT
SELECT NEXT ACD
C
240
D
TRANSMIT CARRIER STATUS
209

Fig. 13

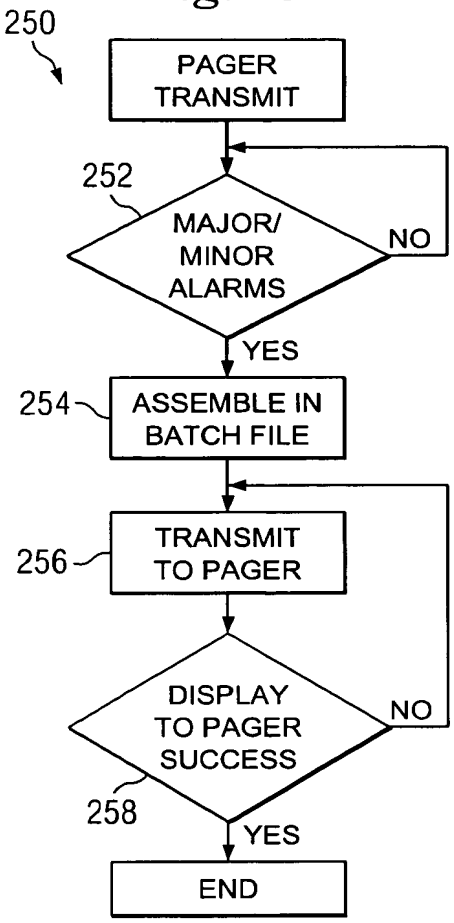
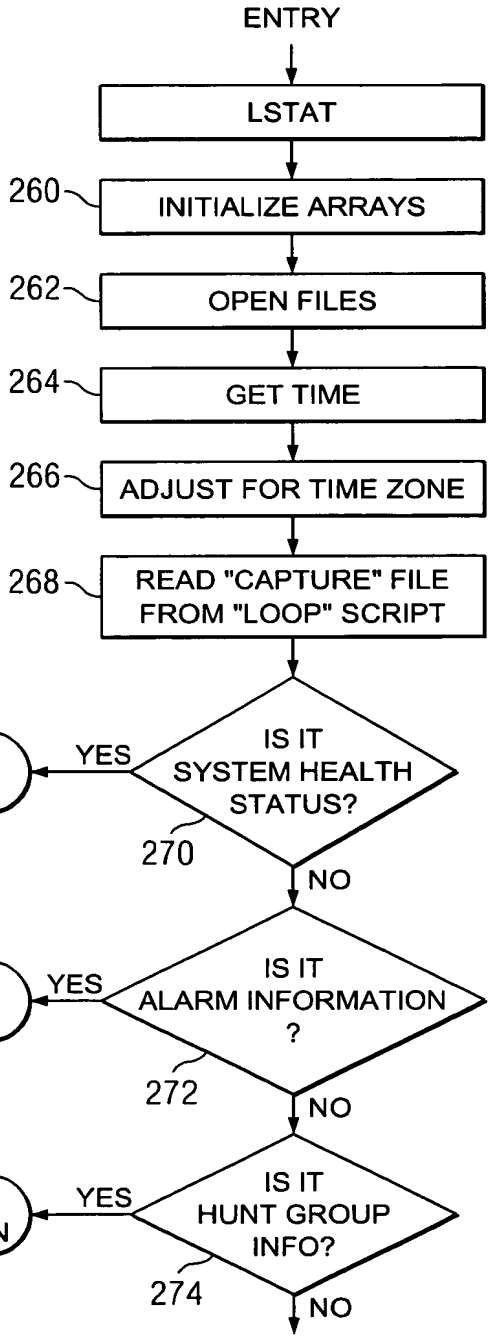


Fig. 14a



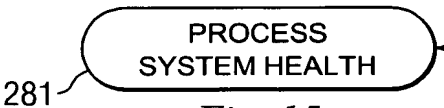


Fig. 15

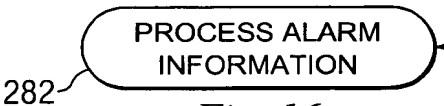


Fig. 16

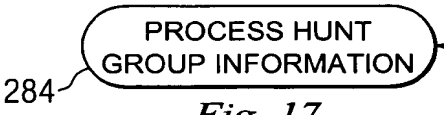


Fig. 17

Fig. 14a
Fig. 14b
Fig. 14c

Fig. 14b

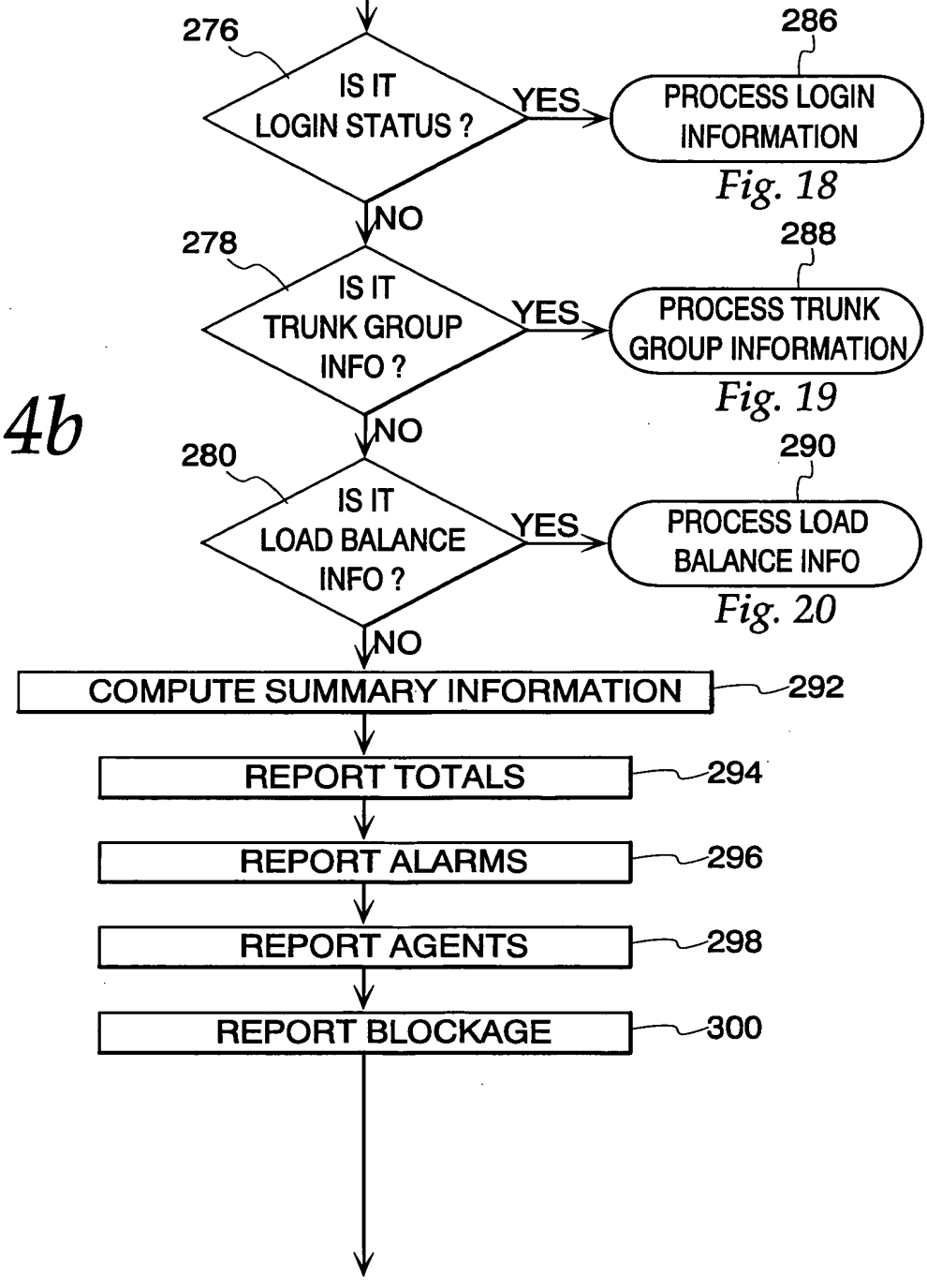


Fig. 18

Fig. 19

Fig. 20

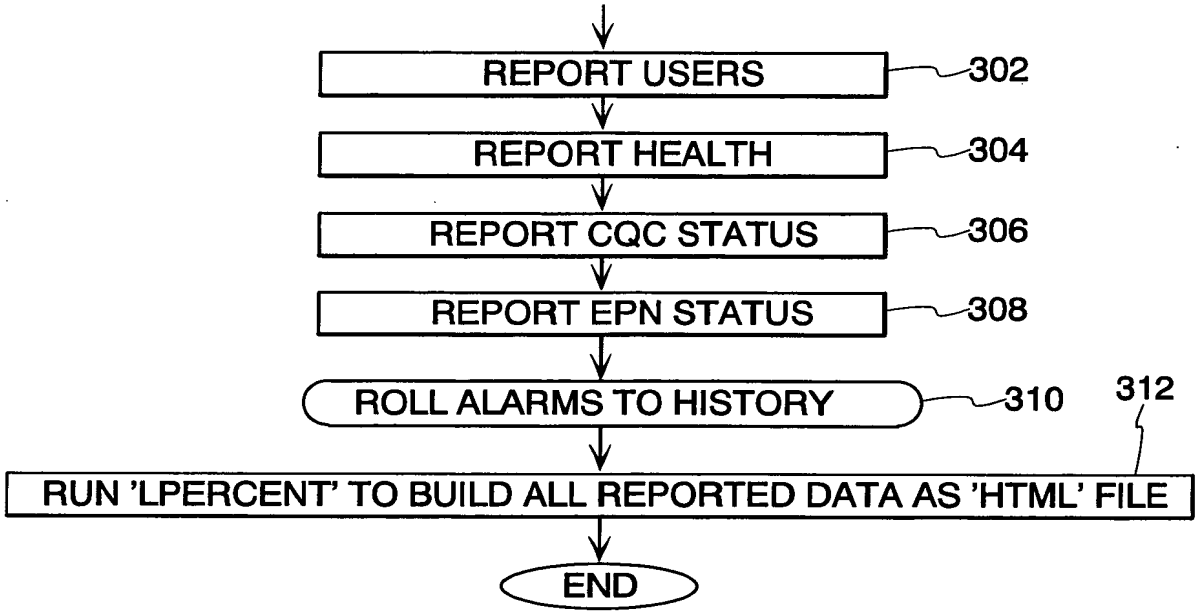


Fig. 14c

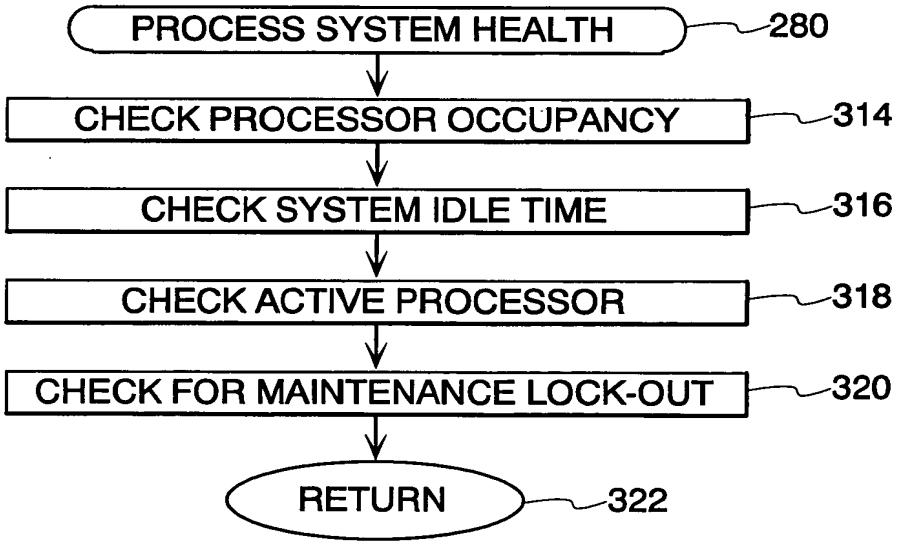


Fig. 15

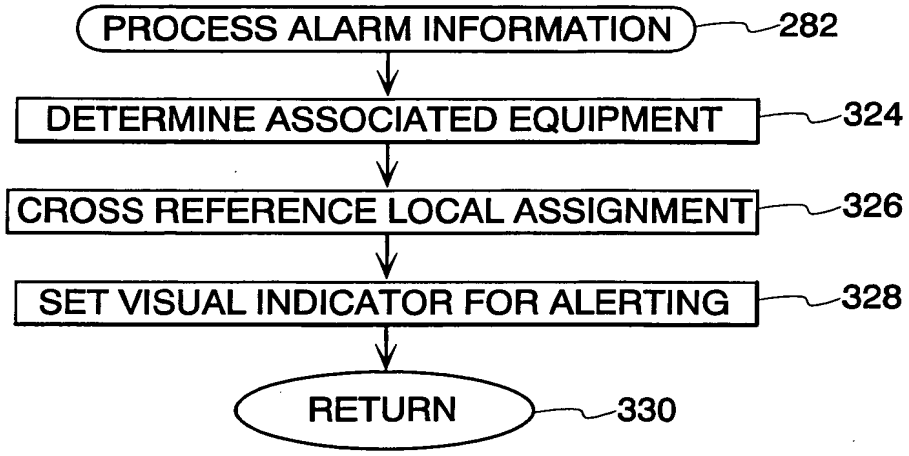

PROCESS ALARM INFORMATION
282
DETERMINE ASSOCIATED EQUIPMENT
324
CROSS REFERENCE LOCAL ASSIGNMENT
326
SET VISUAL INDICATOR FOR ALERTING
328
RETURN
330

Fig. 16

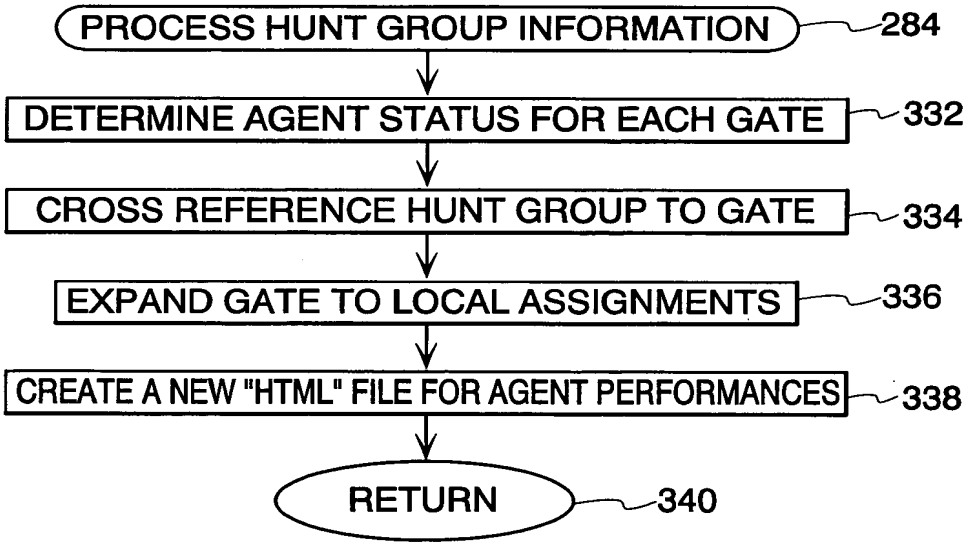

PROCESS HUNT GROUP INFORMATION
284
DETERMINE AGENT STATUS FOR EACH GATE
332
CROSS REFERENCE HUNT GROUP TO GATE
334
EXPAND GATE TO LOCAL ASSIGNMENTS
336
CREATE A NEW "HTML" FILE FOR AGENT PERFORMANCES
338
RETURN
340

Fig. 17

Fig. 18

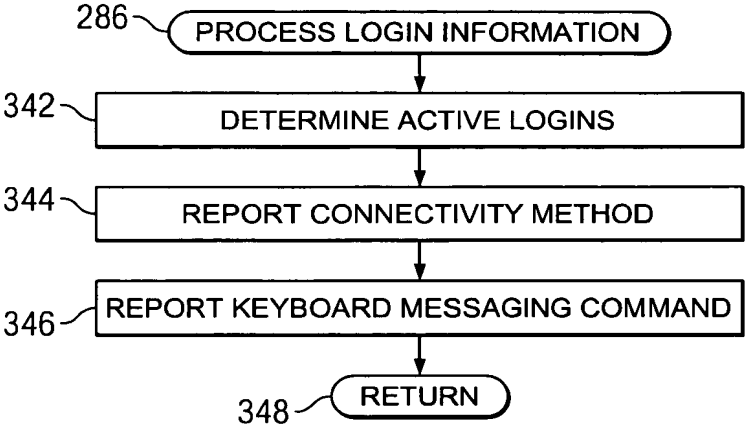
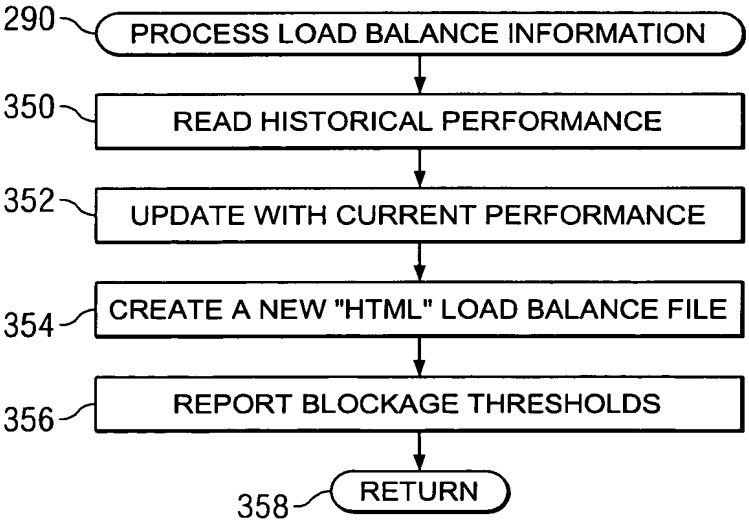

286
PROCESS LOGIN INFORMATION
342
DETERMINE ACTIVE LOGINS
344
REPORT CONNECTIVITY METHOD
346
REPORT KEYBOARD MESSAGING COMMAND
348
RETURN

Fig. 19


290
PROCESS LOAD BALANCE INFORMATION
350
READ HISTORICAL PERFORMANCE
352
UPDATE WITH CURRENT PERFORMANCE
354
CREATE A NEW "HTML" LOAD BALANCE FILE
356
REPORT BLOCKAGE THRESHOLDS
358
RETURN

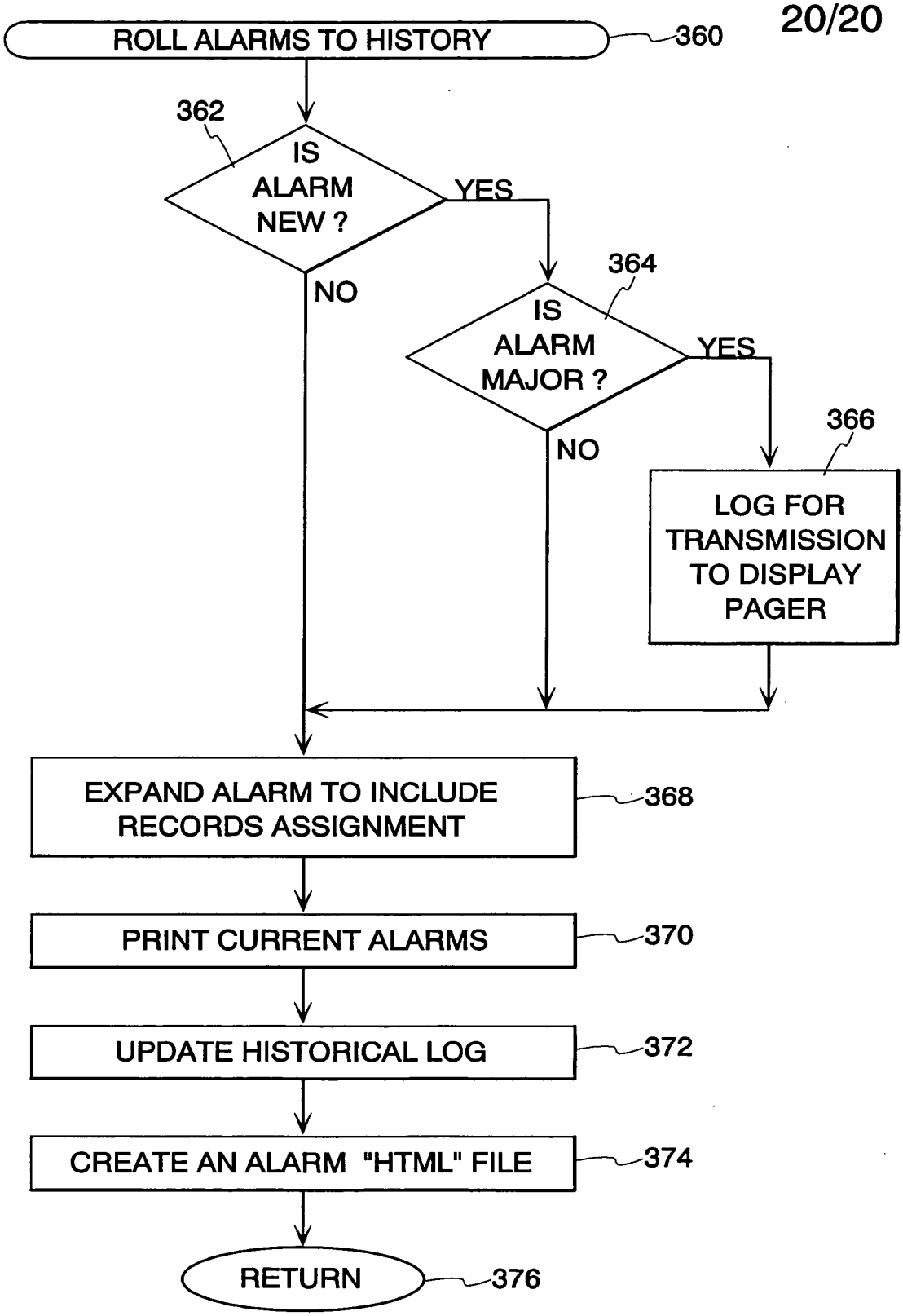

ROLL ALARMS TO HISTORY
360
362
IS ALARM NEW ?
YES
NO
364
IS ALARM MAJOR ?
YES
NO
366
LOG FOR TRANSMISSION TO DISPLAY PAGER
EXPAND ALARM TO INCLUDE RECORDS ASSIGNMENT
368
PRINT CURRENT ALARMS
370
UPDATE HISTORICAL LOG
372
CREATE AN ALARM "HTML" FILE
374
RETURN
376

Fig. 20